

## **Preliminary Goals for the Milwaukee County 2017-18 Area Plan for Older People**

The Milwaukee County Department on Aging (MCDA) is currently developing the 2017-18 Area Plan for Older People. Staff have facilitated listening sessions where input has been derived from very diverse groups of people 60 and older throughout the County. The Older Americans Act places a great deal of emphasis on the Area Plan and sets forth very specific requirements on what must be addressed in the plans. The goals below are **preliminary** and a **first draft**. Some of the topic areas are mandated by the State of Wisconsin and others have come out of common themes that have come up at local listening sessions.

### ***The Elder Nutrition Program***

The Elder Nutrition Program is the largest program operated by the national and state aging networks. The nutrition program consists of two programs, each with specific purposes. The congregate (senior dining) program provides meals in a community environment that promotes socialization and healthy aging. Home-delivered meals provide meals and daily social contact to those who are homebound.

**Goal Statement #1:** MCDA continuously identifies best practices for modernizing the Elderly Nutrition Program. A Visionary Report from October 2015 identified targets to try to reach in order ensure the goal of modernization. MCDA will monitor agencies' progress, share updates with the Advisory Council, make adjustments as necessary and share in a written report to the Milwaukee County Board of Supervisors by December 31, 2017.

**Goal Statement #2:** MCDA will identify a minimum of three ways to reduce expenses associated with the Home Delivered Meal program and will share the measures with our providers so that no eligible homebound senior will be denied a meal as a result of insufficient funding by December 31, 2018.

### ***Services in Support of Caregivers***

Caregiver Support activities focus on the tremendous demands placed on family caregivers and other informal caregivers who help older adults remain living at home or in the community. The purpose of these programs is to support and assist caregivers as they provide care and assistance to their older family members, friends and neighbors, and to minor children who are under the care of older adults

**Goal Statement #1:** In order to improve community services and supports to caregivers MCDA, in collaboration with community partners, will create places called Memory Connection Centers (HUBS). These (HUBS) will be designed as a one-stop-shop for access to information about dementia, services, resources and clinics to help support each community with the resources and support needed to properly equip the individuals and caregivers in Milwaukee County. MCDA will open 4 HUBS by December 31, 2017 and another 4 HUBS by December 31, 2018.

**Goal Statement #2:** In order to improve community services and supports to caregivers, MCDA will look to create or add to an existing database to pilot a Dementia registry which will serve as a means to

reduce the time between diagnosis and services and support from MCDA and other county agencies by December 31, 2018.

### ***Services to People with Dementia***

Dementia is a general term for deterioration in cognitive function severe enough to interfere with daily life. Symptoms usually develop slowly and get worse over time, although strokes and other brain events can cause sudden onset or worsening of the condition. Wisconsin has a well-developed network of community agencies focused on assisting the individuals and families who are living with Alzheimer's disease and related dementias, providing knowledge and support, while also raising awareness about these conditions in the broader community.

**Goal Statement #1:** In order to enhance the support of individuals who are living with Alzheimer's and dementia MCDA will work with community partners to create a Dementia Senior Companion connection system. This system will create an opportunity to partner an individual with a volunteer companion immediately after diagnosis by December 31, 2017.

**Goal Statement #2:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will utilize the partnership memory café model to create a minimum of 3 additional locations in Milwaukee County by December 31, 2017 and a minimum of 3 additional locations by December 31, 2018.

**Goal Statement #3:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will work with community partners to create a dementia capable business curriculum for Milwaukee County by December 31, 2017.

**Goal Statement #4:** In order to enhance the support of individuals who are living with Alzheimer's and dementia, MCDA will look to collaborate with a minimum of two local community partners to help promote exercise and socialization with regular league sports activities by December 31, 2018.

### ***Healthy Aging***

The field of healthy aging includes a wide range of programs and services aimed at maintaining and improving physical and mental health throughout the lifespan, preserving independence, and minimizing the need for costly medical interventions. The Aging Network's healthy aging efforts focus on health promotion and disease prevention programs that are "evidence based." These programs have been tested through scientific studies and have been shown to be effective at accomplishing their goals for preventing disease or injury or improving health. The results of the studies have been published in professional journals, and protocols for replicating them in the community are available.

**Goal Statement #1:** MCDA will work with three of its contracted ethnic senior centers to develop a plan and implement a minimum of two evidence-based programs per year during 2017-2018. Each ethnic senior center will complete two evidence-based programs at their senior centers by December 31, 2017 and two evidence-based programs by December 31, 2018.

**Goal Statement #2:** During 2017-2018, MCDA will participate in two collaborative research projects with academic partners to pilot new evidence based programming targeting racial and ethnic minorities. The first evidence-based project will be implemented before December 31, 2017 and the second project will be implemented by December 31, 2018.

**Goal Statement #3:** MCDA will partner with Wisconsin Institute for Healthy Aging to train a total of twenty new racial/ethnic minority leaders to conduct evidenced programming in low-income minority communities during 2017-2018. Ten new leaders will be trained by December 31, 2017 and ten new leaders will be trained by December 31, 2018. The leaders will be trained to facilitate programs that meet the highest criteria for Title IIID Funding as described by the Older American's Act.

## ***Elder Justice***

MCDA is the lead Elder Abuse Agency for Milwaukee County. Department staff investigate allegations of physical abuse, financial exploitation, neglect, self-neglect and emotional abuse of adults age 60 and over. Staff investigated almost 1000 cases of alleged abuse in 2015 alone, with the highest number of cases involving self-neglect and the second most prevalent issue being that of financial exploitation. 22% of cases investigated in 2015 were purely financial in nature, while many of the other cases involved aspects of financial abuse and exploitation in addition to other facets of abuse. Financial exploitation continues to increase and is often linked to other forms of abuse including neglect and abuse itself. MCDA strives to maintain and expand collaborative community relationships to provide comprehensive seamless services, and resources for the safety and protection of vulnerable elders, while supporting their choices and quality of life as much as possible.

### **Goal Statement #1:**

MCDA will have active and engaged Interdisciplinary team (I-team) members and meetings. MCDA I-Team participants will meet a minimum of 8 times per year in 2017 and again in 2018 with active participation by agencies that are involved with protection and safety of vulnerable adults including medical, legal, victim advocates, social services and criminal justice representatives. These meetings will be facilitated and led by MCDA staff.

### **Goal Statement #2:**

MCDA will develop information and training for financial institutions to use for both customers and staff to increase awareness of elder abuse overall and financial exploitation specifically. MCDA will develop a financial exploitation brochure to distribute to at least 5 different financial institutions in Milwaukee County by December 31, 2017 with the intention that they will be distributed to bank customers.

### **Goal Statement #3:**

MCDA will develop a PowerPoint training specifically for financial institutions to be used to help train employees to detect and report suspected abuse of customers to be developed and distributed to at least five different financial institutions by December 31, 2018.

## **Serving the Homebound**

According to the 2010 Census, Milwaukee County is home to 111,948 people aged 65+ who are living alone. An issue that has consistently been brought up at listening sessions, is that of how do we better serve individuals who are living alone and are homebound? We heard that people who live alone and have mobility issues are often left feeling isolated, lonely and disconnected from their community. Individuals tend to prefer to stay in their homes as they age, but in some circumstances end up being essentially trapped in those homes.

**Goal Statement #1:** MCDA will partner with a minimum of four agencies to explore strategies and form collaborations to get information to homebound older adults with hope to identify 100 homebound clients by December 31, 2018.

**Goal Statement #2:** MCDA will work with four area congregations to identify elderly homebound parishioners and informal caregivers with knowledge of homebound people in the community to provide information about MCDA by December 31, 2017 with the goal of reaching at least 5 homebound persons per congregation by December 31, 2018.

## **Communication about Aging Programs and Services**

One issue that came up at every listening session was the issue that people are not aware of MCDA nor the programs and services that can be accessed through MCDA. This issue crosses all boundaries. People do not know our services, they do not know where to find out about services, and they often don't even know what questions to ask should they find us. We have asked the question, how do we get information to people who don't know we exist? How do we find those who are not aware of us? How do we create more of a presence in the community? MCDA proposes goals to try to find the yet unreachable.

**Goal Statement #1-** MCDA will review the outreach activity which has taken place over the past three years and target those neighborhoods and zip codes which have been underserved. Using this information, MCDA will reach out to and schedule at least four outreach events which will address the unique needs of those who reside in typically underserved areas by December 31, 2017.

**Goal Statement #2-** Seeking input from older consumers, MCDA will hold a minimum of four focus groups to measure current satisfaction with the agency website and will implement changes based on feedback. MCDA will work on an ongoing basis over the two years of the Area Plan to make improvements to and measure satisfaction with the website by December 31, 2018.

## **Transportation**

In meeting with older adults throughout Milwaukee County, one glaring problem that is brought up repeatedly, is that of lack of transportation options and lack of information about what options already exist. Funding is always an obstacle; MCDA has had to eliminate rides to certain locations in the past year due to lack of funding. MCDA proposes to work on spreading the word about current transportation services and creating new opportunities for older adults:

**Goal Statement #1-** MCDA will create a simplified, streamlined, and easy to read brochure which outlines transportation options for seniors in Milwaukee County. This brochure will be ready for dissemination by December 31, 2017.

**Goal Statement #2-** In order to create more options for transportation services for older adults and caregivers in Milwaukee County, MCDA will pilot a collaboration with a private transportation agency to transport seniors, caregivers and individuals with dementia by December 31, 2018.

## **Caregiver Support**

A key element in supporting family caregivers in Milwaukee County is the Family Caregiver Support Network (FCSN), operated by Interfaith Older Adult Programs, Inc., under contract with MCDA. The FCSN provides services to informal caregivers of older adults with funding from the state Alzheimer's Family and Caregiver Support Program (AFSCP). Future efforts will focus on outreach to underserved communities and on the development of a self-help coaching component in response to pervasive medical evidence that isolation, uncontrolled outcomes, and loss of personal autonomy create a wide range of adverse effects on the health and wellbeing of family caregivers.

**Goal Statement #1:** MCDA in collaboration with the FCSN will initiate a multi-media marketing campaign to increase to 74 the number of AFSCP clients served by December 31, 2017, an increase of 10% over the total served in 2015.

**Goal Statement #2:** MCDA in collaboration with the FCSN will research and pilot a structured, caregiver self-care coaching component by March 31, 2017.

**Goal Statement #3:** MCDA in collaboration with the FCSN will evaluate the pilot caregiver self-care program, make any necessary changes, and move the program to full implementation and integration within the existing array of counseling and interpersonal support services provided by FCSN, by March 31, 2018.

## **Walkable Communities**

During 2017-2018, MCDA will join the national efforts in planning for walkable communities/neighborhoods for our aging population.

**Goal Statement #1:** MCDA and the Commission on Aging Wellness Council will join the national campaign to make America Walkable. By September 31, 2017, MCDA will assess the feasibility of walkable communities across Milwaukee County through research of national best practices.

**Goal Statement #2:** MCDA and the Commission on Aging Wellness Council will serve as members of the Milwaukee County Physical Fitness Coalition and work to develop action steps/plans to increase the *Walk Score* of two communities in Milwaukee County by December 31, 2018.